

FIG. 1

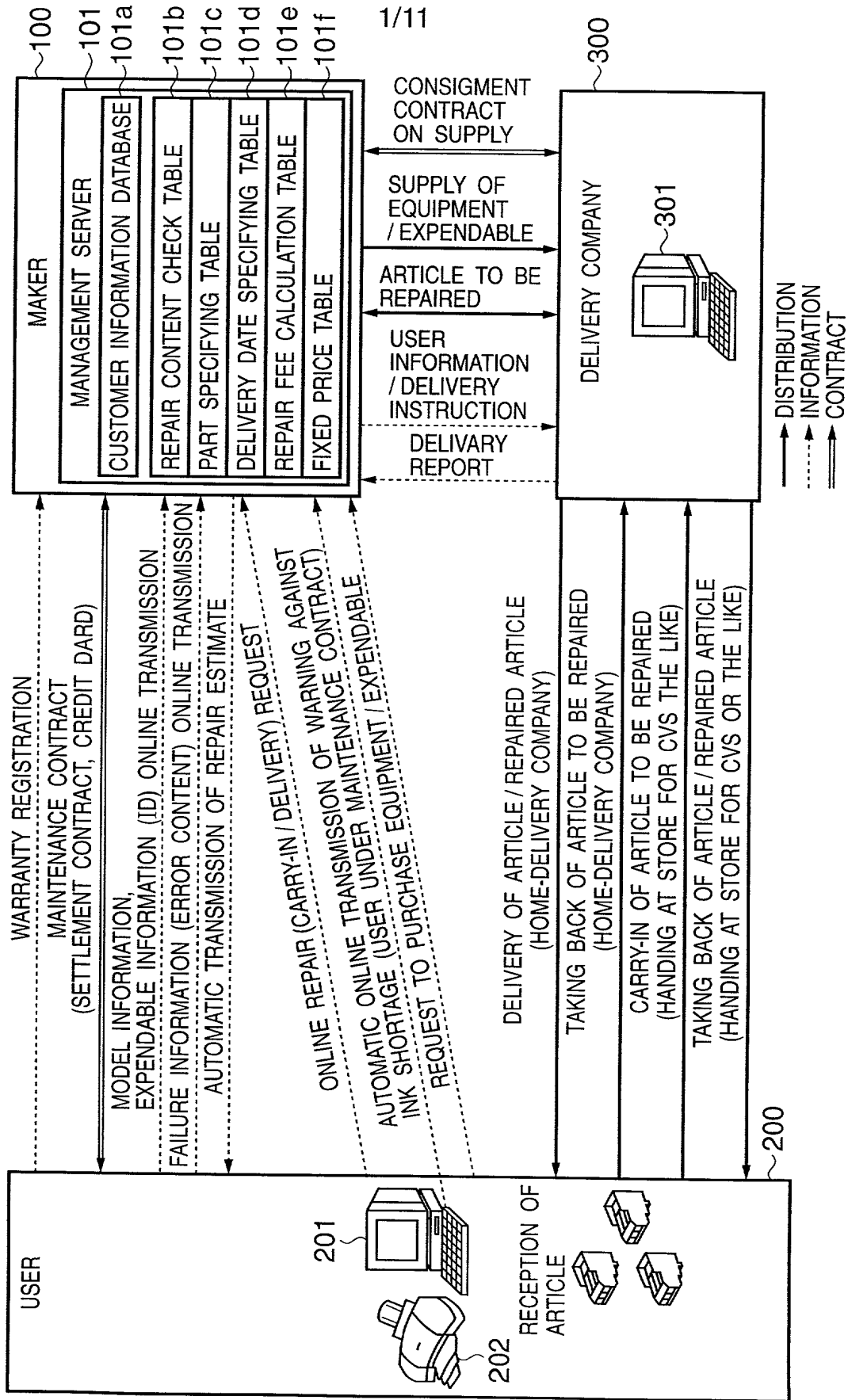


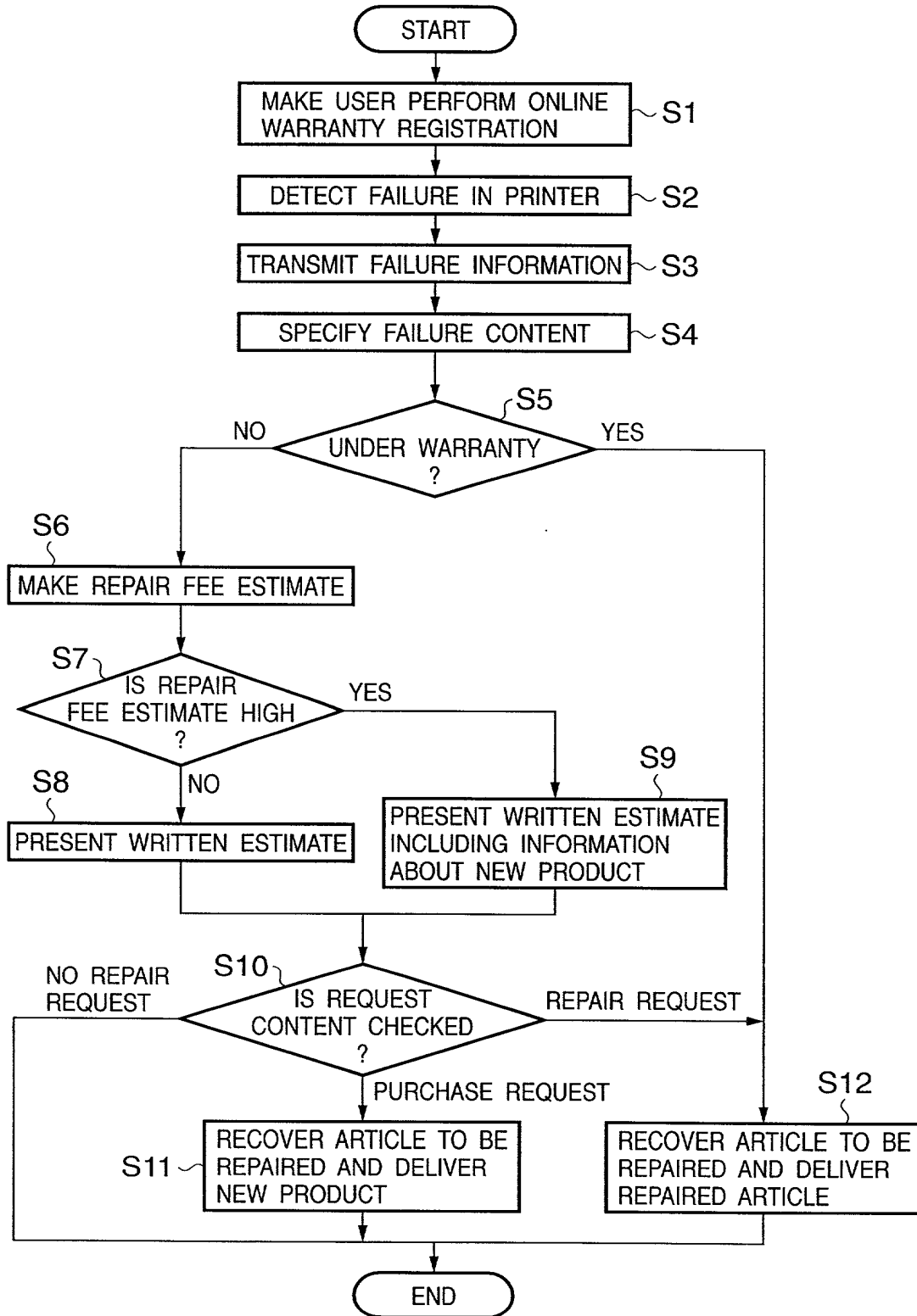
FIG. 2

FIG. 3

ERROR CODE PRODUCT No.	ERROR 01	ERROR 02	...
F100	WASTE INK TANK OVERFLOW	CARRIAGE PORTION CONTACT FAILURE	...
F200	WASTE INK TANK OVERFLOW	CARRIAGE PORTION CONTACT FAILURE	...
F210	WASTE INK TANK OVERFLOW	CARRIAGE PORTION CONTACT FAILURE	...
...

FIG. 4

• EXAMPLE OF FORMAT : aaaabb

ERROR CODE
PRODUCT No.

• EXAMPLE OF FAILURE INFORMATION CODE : F200002

FIG. 5

ERROR CODE PRODUCT No.	ERROR 01		ERROR 02	
F100	WASTE INK TANK REPLACEMENT		CARRIAGE PORTION REPLACEMENT	
F200	WASTE INK TANK REPLACEMENT		CARRIAGE PORTION REPLACEMENT	
F210	WASTE INK TANK REPLACEMENT		CARRIAGE PORTION REPLACEMENT	
...	

FIG. 6

ERROR CODE PRODUCT No.	ERROR 01	ERROR 02	ERROR 03	...
F100	PART A	PART C	PART D	...
F200	PART B	PART C	PART F	...
F210	PART B	PART E	PART G	...
...

FIG. 7

PART	DELIVERY DATE	DELIVERY DATE
PART A		2000.06.05
PART B		2000.06.05
PART C		2000.06.09
...		...

FIG. 8

ERROR CODE PRODUCT No.	ERROR 01	ERROR 02	ERROR 03	...
F100	¥ 10,000	¥ 20,000	¥ 20,000	...
F200	¥ 15,000	¥ 25,000	¥ 25,000	...
F210	¥ 16,000	¥ 26,000	¥ 26,000	...
...

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FIG. 9

PRODUCT No.	FIXED PRICE
	FIXED PRICE
F100	¥ 29,800
F200	¥ 34,800
F210	¥ 34,800
...	...

FIG. 10

WRITTEN ESTIMATE

- (a) NAME : KINTARO
 (b) ADDRESS : SHIMO MARUKO X-X-X, OTA-KU, TOKYO
 (c) TELEPHONE NUMBER : 03-3XXX-2XXX
 (d) MODEL IN USE : F200
 (e) No. : F200
- } 1000
- (f) DATE OF OCCURRENCE OF FAILURE : MAY 26, 2000 ----- 1001
 (g) FAIRURE CONTENT : CARRIAGE PORTION CONTACT FAIRURE --- 1002
 (h) REPAIR CONTENT : CARRIAGE PORTION RELACEMENT ----- 1003
- (i) DELIVERY DATE : JUNE 9, 2000 ----- 1004
- (j) CHARGE : ¥ 25,000(WITHOUT CONSUMPTION TAX) ----- 1005
- (k) INFORMATION ABOUT NEW PRODUCT
 NEW PRODUCT F210 IS NOW ON SALE
 COMPACT BODY EQUIPPED WITH VARIOUS FUNCTIONS
 INCLUDING PHOTO PRINTING FUNCTION, SCANNER
 FUNCTION, USB INTERFACE
- } 1006
- (j) INTRODUCTION TO REPAIR REQUEST / NEW PRODUCT
 PURCHASE HOME PAGE
 YOU CAN MAKE REPAIR REQUEST / PRODUCT PURCHASE } 1007
 ON THIS HOME PAGE
<http://www.xxx.co.jp/service/>

FIG. 11

